

OPEN TO WORK  
TEAMS\*

# CONTINUOUS PROCESS IMPROVEMENT

Course Dates:  
Wednesday, April 4  
Wednesday, April 18 AND  
Wednesday, May 2, 2007  
\*attendance of all 3 days required

**Time:**

8 a.m.— 5 p.m. all three days

**Location:**

County Government Center  
1055 Monterey Street  
1st Floor, Rooms 161 & 162  
San Luis Obispo

**Facilitators:**

Gary Hicklin, PMP

**Cost:**

No registration fee to County employees.

\$275.00 for non-County employees.

**\*\*NOTE\*\***

Cancellation policy enforced.

**REGISTER NOW!**  
Limited space is available.

Email: All reservations are to be made through the Employee University email address.

[EmployeeUniversity@co.slo.ca.us](mailto:EmployeeUniversity@co.slo.ca.us)

**Is there a process in your department that can use some updating?**

Operational Management involves the use of knowledge and skills of continuous process improvement to regularly align operational processes to customer's high valued requirements and then to review and improve those processes. Our *Continuous Process Improvement* class is about managing operational (business) processes within functional organizations.

Don't be fooled by the myth that just because a process worked well in the past that there's no need to improve it.

Needs and demands are constantly changing and so must the methods for meeting them. This comprehensive program takes a systematic approach to Continuous Process Improvement (CPI), incorporating customer feedback and fact-based decision making, to ensure that process performance improvement efforts maximize key business result areas and competitiveness.

**Topics Include:**

- Intro to Continuous Process Improvement and Methodology
- Selecting a process to improve
- Analyzing a process
- Measuring process performance
- Improving a process

**\*Teams consist of two or more individuals from the same division or department. Please register jointly.**

**CANCELLATION POLICY:**

If you need to cancel your registration for an E.U. Class, please do so via email two weeks prior to the class date to avoid the \$50.00 cancellation fee. If you can find an employee in your department to take your place, email the change in attendees and the cancellation fee will be waived.

